

INTERNAL DISPUTE RESOLUTION AND COMPLAINTS HANDLING

BMAgBiz Pty Ltd is committed to client service and satisfaction.

What if I have a complaint?

BMAgBiz has developed internal dispute resolution procedures to assist you to resolve a complaint or dispute about our services. Our internal dispute resolution procedures are free of charge.

We are also a member of an independent approved external dispute resolution scheme, called the Australia Financial Complaints Authority (AFCA).

How to make a complaint

In the first instance, please contact Derek Mayne to submit your complaint. We would like to be the first to know if you are not happy with our services. You can contact us verbally or in writing. Derek may request you to provide certain documents and other information to fully understand your complaint and the remedy you are seeking.

BMAgBiz response

We will:

- (a) Confirm receipt of your complaint within 5 days; and
- (b) Endeavour to resolve your complaint within 5 days. If your complaint is complex, we will endeavour to resolve it within 45 days.

If resolution of your complaint is not likely within these timeframes, we will keep you informed at regular intervals about the progress of our investigations and response.

What if I am still not satisfied?

If you are still not satisfied with the outcome, you have the option at any time to contact the Australian Financial Complaints Authority on 1800 931 678.